

911 Board Meeting Minutes March 23, 2016

Meeting called to order by Secretary Mosley at 2:05 P.M.

Members present: Secretary James Mosley, Secretary James Collins, Mark Grubb, Michael Vincent, Jamie Turner, Lewis Briggs and Allen Methany

Staff Members present: Eric Wagner, Lisa Morris and Matt Laick

Sec Mosely requested approval of the minutes from December 17, 2015 meeting. Mark Grubb motioned to approve, seconded by Allen Methany. Motion carried with no objections.

Staff Reports:

Eric Wagner reported the quarterly report of expenditures. The Verizon bill is the same I am working with them. Verizon advises we will get a credit. DC Group is normally \$20,000 this year is \$15,400 because Rehoboth is no longer in their building and Sussex County went on their own. The three year projection is reflected. After the Board approves same, we will submit to OMB for approval. Mark Grubb made a motion to submit, seconded by Lewis Briggs, motion carried with no objections.

New World CAD Vendor and Intrado representatives are in the room.

George Werner reported we have 2 of 4 cores are live. North Core will go live of May 16 and South Core early June. Mike Mckee from New World introduced himself and Eric Seleski, Joe Wollyyoung and Mike Aloe. We have hot fixes coming up in April. We have provided some GIS training. We have attended the NCC Taps meeting. We are not where we want to be so we want to address that, we are still fully engaged. We will have several resources on site when we do the hot fixes in April. We are planning on additional hot fixes that will address even more priority warranty items. Some of the items have been software related, some have not. Mike Aloe said we are working on two hot fixes coming up. Mark Grubb asked what can the Board do to help NCC move forward. Miller responded to help figure out a way for the fire service to access the reports. Kevin Sipple advised Kent County provides a web CAD and its working for us.

Sec. Collins asked if the fixes we have seen have the QA's and testing been good. George Werner said Tyler/New World fixes are loaded in a test environment first. Kent County will go to 11.4 hot fix #6 so the CAD to CAD transfer will work. Kent County goes live on April 11. We want to get all 4 cores up and running on the 11.4 fix.

Joe Wollyyoung said we needed hardware to become available. Firewalls were a big impact with scheduling. Eric advised all the hardware is up and turned on. We have course corrected and the message switch for the south core is in place. We are in the 3rd year of the 5 year contract with New World/Tyler. Kevin Sipple commented that going forward with the cores going up make sure New World/Tyler has people on board to fix issues. Joe Mulford, DSP, has some of the same issues. We have been doing a lot of testing. It's not all gloom and doom. We now have CAD mobile. Kevin Sipple agreed. I'm not looking to go to another vendor, mobile works very well. There is so much intractability

available. We just have to get over the issues. Time will fix this; we have some stumbling blocks we need to get past.

Jamie Turner asked if a system could be installed at the County level and would it make it work easier. Eric Wagner said we would lose control of the core. George Werner commented it doesn't make a difference state, county or US it's still the same network system. Mike Aloe responded that we have been providing additional resources above and beyond the contract. We have been investing above and beyond on our own dime. There are many different layers of the software. Many things can impact the configuration or end user training. We don't have a service agreement like Intrado does. I can't send 5 people to live in Delaware. When we have upgrades we will have people on site to support that. We do not provide end to end service.

Sec. Mosley this is unacceptable. We have to do better. Speaking for the people of this state we've got an issue that needs to be resolved. I need something that says we are going to get there. Stacey Slover commented that the Alerts are in the CAD in the Alerts tab, they don't jump out at you. It doesn't operate the way it should but the information is there for the dispatchers to see. Eric Wagner the landscape should change by the June meeting. Sec. Mosley request we get updates whatever is reasonable no more than 30 days. The Board request bi-weekly updates via email. Mike Aloe commented we try to mimic your environments to improve testing plans in our labs.

Matt Laick reported that Verizon discontinued ANI/ALI service and shut down their 911 databases. We have 3 PSAP's that were cut over Seaford/Rehoboth/Sussex. Simple cell software was utilized to identify some cell towers in the city of Seaford that were misrouted. We have identified some problems with West/Intrado. Sussex had positions locking up. We are in the 7th day of hot fix and haven't had any issues. Intrado/West go live for Kent/Dover was pushed back to April 5/6. Matt said the maps have been updated.

Mark Grubb asked about texting. Matt responded once all the Centers are brought up live we will notify the cell phone companies. Jamie Turner asked about personnel in the centers for additional people to receive the texts. Eric Wagner said the PSAP's have discussed this. Texting is more for those that can't talk. Primary is still to call 911. Jose Rosales, West Safety Services/Intrado, said texting case studies don't increase volume in the centers. Also, if there was an influx of texting at once, the texter would receive a message that text is not available make a voice call to 911.

Eric Wagner introduced Adam Izerman, representing Rave, Smart 911 we re-engaged with Intrado/West and Rave, to invoke the Smart 911 option. in Year 1, we will bring up Dover, Wilmington, Newark and U of D. I was able to acquire Grant money to assist in our first year, 2016, to bring the entire State on board with Rave. Year 2, the 911 board would assume NCC and Kent at the end of their existing contracts and acquire their licenses. we have a grant to assist in the cost for year 2. Year 3, 2018, we acquire all of Sussex County, Rehoboth and Seaford. Year 4. By doing it this way we saved over 10%. We are asking the Board for a provisional approval for Statewide Smart911. Now we are paying for services as we go live. Rave is the company, Smart911 is the product. Allen Methany made a motion to approve

for 10 years with an option to drop it if there is just cause, seconded by Mark Grubb, motion passed unopposed.

Eric Wagner discusses UPS maintenance. Divcom will take over the maintenance and any software issues of the UPS with an MOU agreement. Divcom will take over the yearly inspections. The cost is a significant saving to us. Tom Kadunce has identified the centers that need the battery replacement. Mark Grubb commented we currently pay about \$15-20,000 for UPS services. The only cost to the Board would be if we get called out after hours to be reimbursed dollar for dollar for any overtime. Mike Vincent made a motion to approve, Lewis Briggs seconded. The motion passed with Mark Grubb abstaining.

Jamie Turner asked for an update with the bar coding. Sec. Mosley indicated we are standing a little bit more forward then the last time. The money has already been set aside. We will not ask for additional money as long as New World is the vendor.

Sec Mosley proposed an audit on how money is being distributed. We can see how the County is distributing the money. There was a discussion on this proposal by Lisa Morris. Motion for an audit made by Mike Vincent, seconded by Lewis Briggs, motion passed unopposed.

Lisa Morris discussed the contract for collecting prepaid fees. Expert would draft the regulations for what is needed in Delaware. This is the second phase of this contract, now comes the enforcement. Motion was made by Jamie Turner, seconded by Allen Methany.

The E911 Board meeting was officially adjourned at 16:40 P.M., motion made by Mike Vincent and seconded by Lewis Briggs.

Respectfully Submitted as Recorded by Kay Carrier, PSAP Manager, DSP Suscom